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PROFESSIONAL FOOD SERVICE EQUIPMENT

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Instruction Manual

Large Bain Maries

Models: WBMA

Authorised Dealer/Agent

Manufactured by:
Tom Stoddart Pty Ltd

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A guide to the use, care and maintenance
of your quality Woodson product

Your New Woodson Product

Thank-you for choosing this quality Woodson product. All our products are designed and made to meet the needs of food service professionals.
By using, caring and maintaining for your product according to these instructions, your Woodson product should give you many years of reliable service.

Woodson is a wholly Australian owned company, which has manufactured quality commercial catering equipment since 1954. All Woodson products are engineered and manufactured to give excellent results whilst offering-value-for-money, ease-of-use and reliability.

Woodson manufacture a comprehensive range of equipment for kitchens, food preparation and presentation. Our range includes toasters, griddles, food warmers, fryers, hot and cold food display cabinets and many other quality products.

For a complete set of brochures please contact your nearest authorised dealer. For details of your nearest dealer contact our head office.

Woodson
39 Faisal Hatia Way, Karawatha Qld 4117 Australia
Ph: 07 3440 7600 (int: +61 7 3440 7600)
Fax: 07 3344 1000 (int: +61 7 3344 1000)

www.woodsonsales.com.au

Email: woodson@stoddart.com.au

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Warranty

Woodson make every effort to ensure that all products leave our factory in full working order. In addition we offer the following warranty.

Tom Stoddart Pty Ltd warrants to the original purchaser of any Woodson product ("Product") that from 12 months from the date of purchase, any defect in workmanship or material resulting in the product malfunctioning while under correct useage will be repaired without charge, subject to the following conditions:

The warranty does not cover:

- Any consequential loss, damage or expenses directly or indirectly arising from use or attempted use or from any other cause.
- Any part of the Product which has been subject to misuse, neglect, alteration, incorrect installation, accident, use of inappropriate chemicals, flooding, fire or acts of God.
- Damage caused during transportation, which has not been claimed according to procedures (see page four of this book).
- Breakage of glass, bulbs, lamps or plastic components or the replacement of gaskets or fluorescent tubes.
- All goods (unless otherwise listed) claimed under this warranty must be returned to the factory or an authorised service agent, freight prepaid, for inspection.
- For machines that are not considered to be portable (eg. food bars, rotisseries, large hotplates and some bain maries), on site warranty service will be provided where the site is not in excess of 100km from the nearest authorised service agent. The cost of any travel costs for repair labour outside these areas must be met by the customer prior to the commencement of the repair.
- Penalty or additional labour costs for installation, removal or repair of the Product outside normal working hours.
- Corrosion caused by use of high cloride content water in your bain marie.

Woodson has authorised service agents in virtually all areas where we have authorised distribution dealers. For the name of your nearest Australian authorised service agent please contact Woodson at the address listed in the front of this book. For service queries outside of Australia please contact your selling agent.

Name:	
Address:	
Model no:	Serial No:
Date purchased:	
Name of dealer:	

Please retain this section for your records. Do not post.

Repair & Warranty Procedures

WARRANTY PROCEDURE

If your Woodson product is not working whilst still under warranty and has not been subject to improper use or treatment follow the procedure listed below to obtain repairs:

1. Follow the trouble shooting procedures on page 8 of the manual to ensure that your product is not working.
2. Locate the silver ratings plate sticker on your Woodson product and list the model number and serial number. Also make a clear description of the problem. Please also obtain your proof of purchase.
3. Phone or fax through these details stated to our service numbers listed below.
4. For all Woodson countertop products (excluding hot and cold food bars) we require these items to be forwarded to our service agents or factory. When you phone our service officers we will inform you the procedures to follow for freight forwarding.
5. For all hot and cold food bars. We will arrange for an authorised service technician to visit you as soon as possible (subject to your location).

We reserve the right to reject warranty calls where circumstances fail to meet our warranty conditions.

FOR GENERAL MAINTENANCE & REPAIRS

If your Woodson product requires any maintenance or repairs this must be undertaken by a qualified technician. Woodson have accredited technicians and agents who are experienced in the product and carry commonly used spare parts. Contact our national service number listed below for details of your nearest service agent.

For Warranty, Maintenance, spare parts and repairs, contact:

Ph: 07 3440 7600 Fax: 07 3344 1000 email: service@stoddart.com.au

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Compliance

At the time of manufacture Woodson products are designed and made to comply with relevant Australian Standards.

General precautions

Every person who is to operate this machine must read this manual or obtain suitable training prior to use.

The machine includes heating elements. As with any commercial heating appliance the surfaces of this unit will get hot. Do not touch the surfaces of the machine whilst it is in use. Be careful when operating near machinery. If your machine is in an area where unwary customers or staff can touch the unit you should provide additional warning signage if necessary. To avoid unnecessary risks keep this unit out of reach of children.

Do not operate the machine in any areas where it may come into direct contact with water.

Always ensure the power cable is not in contact with hot parts of the machine when in use, and have any damaged power cords replaced immediately.

This product is designed for display of hot food. Woodson cannot guarantee its performance or honour the warranty if used outside its original purpose.

Woodson will not accept liability if:

- The instructions in this manual have not been followed properly.
- Non-authorised personnel (persons not nominated by Woodson) have tampered with the machine.
- Non-original spare parts are used.
- The machine is not cleaned according to the instructions in this book.
- There is any physical damage to the machine.

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Troubleshooting

If the machine is not heating up correctly, check the following before calling out your authorised service agent:

- That the unit is plugged in correctly.
- That the power is turned on.
- That the power point is not faulty.
- That the thermostat knob is not loose or broken (this may prevent the machine from operating).

Specifications

Model	22, 22A	23, 23A	24, 24A
Power source	240 Volts AC	240 Volts AC	240 Volts AC
Power consumption	1800 Watts	2000 Watts	3000 Watts
Amps	10 amps	10 amps	15 amps

Model	25, 25A	26, 26A
Power source	240 Volts AC	240 Volts AC
Power consumption	3100 Watts	3100 Watts
Amps	15 amps	15 amps

This product may be subject to change without notice due to product improvement.

Safety

All Woodson products are manufactured and tested according to relevant national and regional standards. All products comply to our test requirements.

This machine contains no user-serviceable parts.

Only Woodson, one of our accredited service agents, or a similarly qualified and licensed person(s) should carry out any repairs. Do not attempt to remove any cover panels, open the machine or access any internal parts.

Stainless steel manufacturing processes used in the construction of this machine may result in sharp edges. We take every effort to remove any such edges, however be careful when contacting any raw edges of the product.

This unit can get hot. Ensure everyone is aware that the machine is operating and take care to avoid contact with hot surfaces.

Under no circumstances should the unit be immersed in water. Do not allow any electrical components including cables and plugs to come into contact with water.

If the electrical cables, plug or other connections show any signs of physical damage or wear do not use the machine. In such instances contact Woodson for details of your local repair agents (see page 1). We also recommend regular testing of the machine by a trained and qualified technician to ensure it is working effectively and safely.

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Contents and packaging

Woodson pack your product to limit any possible damage caused as a result of transportation. Please unwrap the box carefully, and do not discard any packaging without checking to ensure you have the following items:

a) One large bain marie
b) Combination of pots as ordered (if applicable)
c) Stainless steel cross bars - for dividing bain maries for pans

Should any items have physical damage, report the details to the freight company and to the agent responsible for the despatch within seven (7) days of receipt. No claims will be accepted or processed after this period.

Installation

Remove all packing, plastic coating and tape from the stainless steel before installing the machine. Clean off any remaining glue residue from the exterior of the machine with warm soapy water (refer to cleaning instructions on page 6.)

Place the machine on a level and firm work surface. Do not position the machine in a wet area or near inflammable substances. If placing the unit on a trolley, remove the feet first by unscrewing them.

Allow an air gap between the machine and other objects or surfaces. We recommend a minimum of100mm gap for normal operational use (if the machine is near any heat sensitive material we suggest you allow additional space). Please consult national and local standards to ensure that your machine is positioned in accordance with any existing requirement.

Plug the hot food bar into the applicable power point. Your Woodson product is now ready for use.

Operating Instructions

Remove all packing, plastic coating and tape from the stainless steel and glass before installing the machine. This range of bain maries may be used WET or DRY.

Bain marie tank operating by main switch

Using as a dry unit for preheating

Place empty food pans inside bain marie and switch on the overhead lamps

Turn main tank element switch to high for approximately 10-15 minutes

Using as a wet unit

Fill the main tank of the bain marie with clean water (each day). For use in areas where water has a high chloride content (ie SA, WA or country areas) demineralised water should be used in all cases. Water should be to a level above the element of approximately 10mm and then follow the instructions for dry operation for preheating (allow an extra 10 minutes preheating time for the water) and normal operation. DO NOT have the food pans immersed in the water.

Note: The thermometer is meant as a guide only. It indicates the temperature of the water (when used as a wet unit) or the temperature under the food pans (when used as a dry unit). It does not indicate the temperature of the food. Do not use the top of the unit as a serving area.

NOTE: if Bain Marie has been fitted with a gantry, ENSURE LAMPS ARE ALWAYS ON WHEN OPERATING AS A WET UNIT.

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Maintenance & Cleaning

Maintenance

Clean the stainless steel regularly with warm soapy water and a soft cloth or sponge (make sure that the unit is switched off)

Always fill daily with clean water. The addition of a slice of lemon or lemon drops to the water daily will help to prolong the life of the elements

If the unit is fitted with back glass sliding doors, it is recommended that they be left open after the elements are switched off

When draining the tank, it is recommended that the water be allowed to cool first. The tank element may then be wiped clean

Cleaning

Whilst stainless steel is a very hardy and long lasting material, it must be cleaned regularly and according to the instructions below to prevent deterioration.

Always make sure the product is disconnected from the power source and has completely cooled down prior to cleaning.

- Wipe the external surfaces down with warm soapy water using a damp sponge or cloth.
- Do not immerse the unit in water or allow the ingress of water into the interior of the machine or any electrical components.

Note: Some cleaning agents can damage stainless steel. For this reason we recommend cleaning with soapy water. Woodson do not take any responsibility for damage caused by the use of inappropriate cleaning agents.
In some areas, particularly seaside environments, stainless steel can be subject to surface discolouration or “tea staining”. This can be removed with an appropriate cleaning agent which contains 10% sodium citrate. Ask your supplier of cleaning chemical for a suitable brand.